

# **WORLD VISION INDIA**

## **CHILD PROTECTION POLICY OPERATION GUIDELINES**

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# *CHILD PROTECTION POLICY*

## **1. PREAMBLE**

World Vision India is engaged in working with the poor at the grass roots and promotes the well being of over 200,000 children whose lives are directly impacted through its Projects. Care and concern for Children are the heart of World Vision's ministry and is outlined in the Vision statement as

**Our vision for every child, life in all its fullness,  
Our prayer for every heart, the will to make it so.**

As a reflection of our commitment to the vision and considering the fact that children are often vulnerable to abuse and exploitation World Vision places highest importance to protection and safety of children in all its dealings. Protection is a right of the child.

World Vision India commits to comply with all Partnership standards for child protection designed to safeguard children from exploitation, neglect, sexual and physical abuse. World Vision continually examines the need to reduce the risk to children in all its Programmes. Therefore these Standards for child Protection are intended to keep children safe from possible abuse and exploitation by Staff, sponsors, and others with whom they are in contact. This policy also intends to increase the awareness on child protection in the community and in the family.

The United Nations Convention on the Rights of the Child (UNCRC) shall be the guiding principle for implementing basic rights for all children up to the age of 18 years. The Government of India acceded to the UN Convention on the Rights of the child in 1992, and is committed to its full implementation for the benefit of children. There are other laws pertaining to children in India such as the Juvenile Justice and Care and Protection Act 2000, The Child Labour (Prohibition and Regulation Act), 1986 and the

Immoral (Prevention) Traffic Act, 1956 (amended Act of 44 of 1986) provide guidelines for safety and security of children.

This Policy is in conformity with the above laws, World Vision Mission Statement, core values, Partnership policy, on Child Protection, Customer Relations Service standards and Human Resource Policy of World Vision India.

**The procedures and guidelines for implementing the Policy are outlined in the following 11 sections.**

1. Awareness Raising
2. Program Planning
3. Personnel – Screening and Recruiting
4. Behavior Protocols and code of conduct
5. Allegation / Incident Management Plan
6. Protection of Sponsored children
7. Visit to World Vision Programs
8. Advocacy on child protection and child Rights
9. Communications about children and Photographs
10. General Confidentiality of child information
11. Partner Organizations - Agreements

## **2. Procedures and Guidelines**

### **CPP 1. Awareness Raising**

#### **World Vision India will...**

CPP 1.1 promote regular awareness on the Rights of the Child (UNCRC), including their right to protection, to World Vision Staff, Board & Society members. This includes members of the World Vision India Board, the MED Impact Board and the Advisory Council for NRD.

CPP1.2 promote awareness of rights of children among Interns, consultants, community leaders, community volunteers, in the communities in which it works, including children and the general public.

CPP.1.3 ensure World Vision National Child Protection committee consisting of National Director, National coordinator Children in Ministry, Media Director, Advocacy Director, and Sponsor Relations Director meets at least twice a year for on-going review of Policy and its compliance.

CPP.1.4 ensure Project Staff are given specific child protection training and skill enhancement.

CPP.1.5 facilitate in establishing local Child Protection Committees in the communities it works, consisting of community leaders, key officials from Government, Medical Professionals, Police officers of the local area, judiciary and Project Staff to help in implementing

Child Protection Programmes. These committees are organized at area level district level I and community level.

CPP.1.6 facilitate in establishing child help lines and network with UNICEF, Social Defense and similar child protection NGOs.

## **CPP 2. Programme Planning**

**World Vision India will...**

CPP 2.1 incorporate into its project design activities that focus on Child protection in the framework of United Nations convention on the rights of the child (UN CRC).

CPP 2.2 intentionally design the Programmes in projects to move from child welfare approach to Child Rights approach and engage children (age appropriate) in program Planning, Implementation, Monitoring and Evaluation.

CPP 2.3. plan programs to reduce risks facing vulnerable children and to address particularly the needs of children who are in situations of abuse, neglect or exploitation.

CPP 2.4 design programs addressing the causes of abuse such as threats/vulnerabilities/existing violations and promote responses that support family and community responsible for the well being of children and the prevention of child abuse, exploitation and neglect.

CPP 2.5 plan for rehabilitation of children who have been abused and exploited, are developed in the best interests of the child by enhancing and maintaining safety security, and reducing the risk from further harm.

## **CPP 3. Personnel Screening and Recruiting**

**World Vision India will...**

CPP 3.1 recruit staff, both permanent and contract, only after obtaining adequate background verification from references and World Vision's own sources for any history of child exploitation, neglect and abuse.

CPP 3.2 ascertain their aptitude, interest and sensitivity in working with children and their previous work with children. Prospective employees, Board and Volunteers are informed of World Vision Child Protection Policies at the start of any recruiting process and they are also screened similarly.

CPP 3.3 enhance capacities of staff working with children in projects, to effectively deal with issues of child rights and advocacy, to promote rights of children and to provide protection from exploitation, neglect and abuse.

CPP 3.4 ensure that all work and activities of staff, both permanent and contract, supports the protection of all sponsored and non-sponsored children in communities from any form of exploitation, neglect and abuse.

CPP 3.5 ensure that personnel exercise behavior protocols consistent with the Mission Statement and Core Values in their relationship with children, in the context of their language, actions, dress, and behavior.

**CPP 4. Behavior Protocols and code of conduct**

**World Vision India...**

CPP 4.1 personnel including staff, volunteers, interns and consultants will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them.

CPP 4.2 staff, interns, consultants, volunteers and visitors including sponsors

will respect the local cultural context and behave in appropriate manner with children in communities as per the behavior protocols.

CPP 4.3 personnel including staff, volunteer, interns and consultants will not allow project children to visit their homes under any pretext without the prior knowledge and agreement of their superiors.

CPP 4.4 Project children are not permitted to stay overnight in the home of  
World Vision personnel at any time.

CPP 4.5 Staff will not employ children as domestic workers in their homes.

CPP 4.6 personnel including staff, interns, volunteers, consultants and visitors will not spend time alone with a child or children. There will always be another adult who will be able to see the interaction. The exception to this may be in the event where personnel are employed as professionally recognized trained counselors.

CPP 4.6 personnel including staff, interns, volunteers, consultants and visitors are always responsible for the interaction between an adult and a child even when it appears that a child is acting in a provocative manner.

CPP 4.7 personnel including staff, interns, volunteers, consultants and Visitors will not touch private parts of the body, or the touch, which will make the child uncomfortable.

## **CPP 5. Allegation/Incident Management Plan**

### **World Vision India...**

CPP 5.1 Program Manager or the in-charge must report to National Coordinator Children in Ministry (CIM) any incident of child abuse

in the project, of the alleged incident and will facilitate police enquiry, medical support, and provide necessary moral/physical and legal support as appropriate. Also will work along with Child Protection committees/CBOs Government authorities and other NGOs.

CPP 5.2 Program Manager will call National Coordinator Children in Ministry (CIM) within 12 hours with all available details and information of action taken to follow media guidelines. Media Director will provide guidelines for any media briefing. The program Manager will report to the National Coordinator on a daily basis for the first 15 days.

CPP 5.3 The National Coordinator CIM will convene the National child protection committee consisting of Malini Anbudyan and representatives from Human Resource Management, Media and communications, Advocacy, and customer Relations Service department to activate the support /monitoring mechanism. The National Director will inform the Regional Vice President and partnership Child Protection Director.

CPP 5.4 If World Vision Staff/Contract Staff/ Board/Society Member/ Intern are involved in any form of exploitation, neglect, or abuse of any child or failed to follow the behavior protocols the Program Manager will call Director Human Resource Management (HRM) With all the details for appropriate action. Director HRM along with the National Office Child Protection group would initiate enquiry of the incident. If the allegation found to be true, based on the enquiry disciplinary action including termination of employment/volunteer ship/internship/or from membership of the Board/Society would be taken.

CPP 5.5 ensures investigation will be treated with care, concern and in absolute confidentiality

#### **CPP 6. Protection of sponsored children**

**World Vision India will...**

CPP 6.1 follow childcare Policy and Child Sponsorship Standards outlined in the Sponsorship Customer Service Handbook in all Sponsorship programs.

CPP 6.2 ensure Staff members directly relating to sponsors receive awareness raising and training about the need for child protection, strategies to protect children and the detection of possible irregularities in requests related to sponsorship.

CPP 6.3 ensure sponsored child's history, picture folders and Photographs of children are stored in locked and secure facilities with a limited number of people to have access.

CPP 6.4 ensure all sponsor correspondence with a sponsored child is reviewed for inappropriate or suggestive comments, requests or obscenities. In the event of inappropriate correspondence being discovered, World Vision reserves the right to decline sponsorship or sever the sponsorship relationship.

CPP 6.5 ensure World Vision sponsor and his or her sponsored child should not exchange home addresses.

CPP 6.6 ensure Staff to be aware of World Vision's policy on the use of the World Wide Web. Sponsors are advised that information via the World Wide Web is provided as a service and is not to be downloaded or redistributed to another site. Any posting on the World Wide Web should have a clear warning that the information is not to be downloaded or redistributed for any reason unless permission is obtained in writing from the WV office concerned. Such activity could Subject the user to legal

action by World Vision.

CPP 6.7 decline any request for assistance in child adoption from Partnership or from any other source.

### **CPP 7. Visit to World Vision programs**

#### **World Vision India will...**

CPP 7.1 encourage visits to projects that are informed in advance and with

the consent of the family/community.

CPP 7.2 permit a visit to a sponsored child or a children in project only when

a) it is announced

b) the appropriate background checks as per local law are completed

c) the visitor has agreed in writing to abide by the behavior protocols and local code of conduct

d) the visitor is accompanied by a world vision staff and child's Parent/guardian or a member of the community.

CPP 7. 3 permit the sponsor/visitor to meet the sponsored or child in project in a central location, usually the World Vision Office/Project office or community, accompanied by a project staff and child's parents/guardian or a member of the community, but the meeting will not be in the sponsor's hotel or a private place or child's home.

CPP 7.4 Whenever permitted by local Law, criminal record screening of sponsors/visitors prior to visit will be carried out. If the screening leads to denial of the sponsor's request, the National/PMO Offices will be informed, so as to prevent the sponsor/donor attempting to visit directly.

CPP 7.5 ensure that communities and families participating in sponsorship and other WVI Programmes will be advised of World Vision India's procedures regarding sponsor and other visits to the project. They will be encouraged to report immediately any visit that has not been arranged through World Vision India. The National Director or his/her designee will in such case take up the matter with the visitor and alert the appropriate Support Entities as per WVI agreed reporting standards.

CPP 7.6 in the event of actual or suspected cases of child abuse or inappropriate behavior by a visitor the Program Manager or in-charge should immediately report to the PMO Director/ National coordinator CIM, who will then follow WVI reporting procedures. Appropriate action will be initiated immediately with the visitor/sponsor, which may include criminal investigation and severance of relationship of the sponsor with World Vision.

CPP7.7 support offers to provide for social service activities in the project target area by interested parties/groups only when the visit is considered by WV India to be in the best interest of the children. These groups will be asked to sign to agree by the behavior protocols and local code of conduct.

## **CPP 8. Advocacy on child protection and child rights**

### ***World Vision India will...***

CPP 8.1 endeavor to influence relevant changes in public policy that will support Child Rights and provide protection to children through advocating at different levels of administration and Non-Government Organizations.

CPP 8.2 encourage promote and develop research activities that will support such advocacy efforts to seek structural and system changes for child protection and to promote children's participation in securing their rights.

CPP 8.3 collaborate and network with agencies engaged in Child Rights and Child Protection for sharing knowledge and spearheading movements to secure the rights of children.

CPP 8.4 actively network with Churches, Governments, Non-Government organizations and Human Rights Commissions in organizing and participating in campaigns, rallies, seminars on Child Rights, and also advocating / persuading with decision makers for necessary changes/amendments to child related legislations. Each Directly Run Project will make one staff responsible for this additional duty.

CPP 8.5 provide support in the areas of legal aid/advocacy pertaining to instances of infringement of child rights/protection.

CPP 8.6 share best practices and lessons learned concerning child rights and child protection and disseminate to WV partnership to enhance knowledge, Staff competency and ministry approaches.

### **CPP 9. Communications about Children and Photographs**

#### ***World Vision India will...***

CPP 9.1 ensure that all communication material on children in the form of pictures/captions are decent, dignified and respectful, and will not present children as victims, nor will exaggerate/glamorize poverty at the cost of the child. They will abide by WVI communications reporting standards with regards to vulnerable children.

CPP 9.2 ensures World Vision web sites should not use scanned images of children without formal permission of the World Vision office responsible for the project and the parents/guardians of the child. Written permission should be obtained.

CPP 9.3 ensure child personal and physical information that could be used to identify the location of child in the projects should not be used on world Vision websites or in any other form of

communication about a child.

CPP 9.4 ensure individuals or organizations requesting the use of World Vision resource such as videos or photographs should be required to sign an agreement with the appropriate personnel as to the proper use of such materials.

**CPP 10. General Confidentiality of child information:**

***World Vision India will...***

CPP 10.1 ensures Projects and PMO/National Offices to protect and safeguard records and documents of children and maintain their confidentiality.

CPP 10.2 share Information about a child protection incident shared with people only if it is deemed necessary by Child Protection monitoring group.

CPP 10.3 ensure names and identities are not to be disclosed outside or to the media.

CPP 10.4 Child abuse incidents to be flagged as confidential and handled with care and concern.

**CPP 11 Partner Organizations - Agreements:**

***World Vision India will...***

CPP 11.1 ensure all written agreements with partner organizations include a clause referring to child protection and the expectation that the partner organization will have a child protection policy of its own or agree that its staff will abide by World Vision India's child protection behavior protocols.

CPP 11.2 initiate action to any Non-compliance of Child Protection

protocols that will lead to World Vision terminating the agreement.

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